

Computer Operations

DESCRIPTION OF MAJOR SERVICES

The Computer Operations Division works to provide Enterprise Data Center Services and part of the county's communications services. The division is comprised of five sections: Technology Production Control, Integrated Document Management, Wide Area Network, Local Area Network and Systems Support Services. The division supports county departments on a 24/7 basis.

Technology Operations Production Control Services is tasked with the administration and support of the county's enterprise servers, departmental mid-range computers, and over 160 client server computer systems. The section is responsible for maintaining a stabilized environment for the enterprise data center, cross system platform automation, report distribution and disaster recovery.

The Integrated Document Management Section operates the integrated document management, document conversion, data entry and microfilm for the county. The Systems Support Section centralizes and physically consolidates the infrastructure and administration to support the efficient management of countywide servers.

The Wide Area Network (WAN) section provides the communications infrastructure for interconnecting all county departments and provides support for approximately 18,000 users.

The Computer Operations budget unit is an Internal Service Fund (ISF). As an ISF net assets available at the end of a fiscal year is carried over to the next fiscal year and are used as working capital and for replacement of fixed assets. Any excess or shortage is incorporated into the rates structure.

BUDGET AND WORKLOAD HISTORY

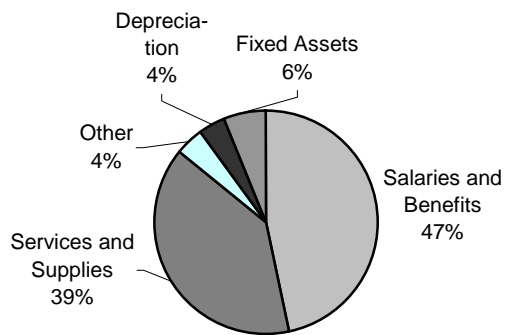
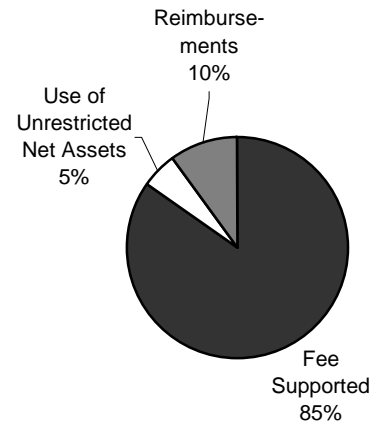
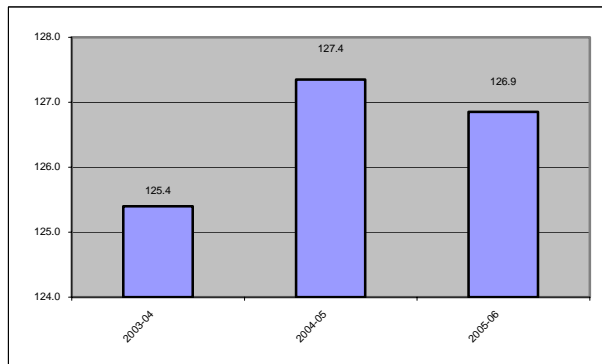
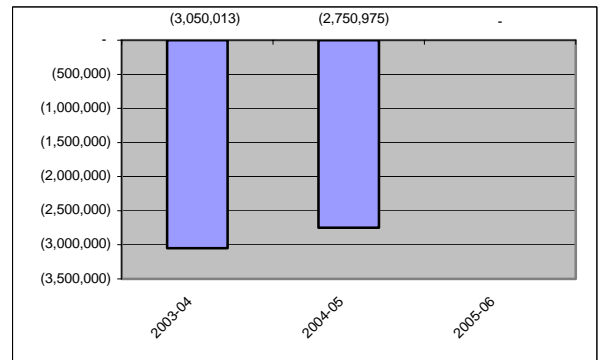
	Actual 2003-04	Budget 2004-05	Estimate 2004-05	Proposed 2005-06
Appropriation	19,490,505	21,039,905	20,171,130	19,646,679
Departmental Revenue	15,591,310	18,288,930	18,278,551	19,646,679
Revenue Over/(Under) Expense	(3,899,195)	(2,750,975)	(1,892,579)	-
Budgeted Staffing		127.4		126.9
Fixed Assets	413,665	1,311,709	1,287,475	1,448,738
Unrestricted Net Assets Available at Year End	6,944,963		2,687,328	
Workload Indicators				
CPU Hours Processed	19,124	17,010	16,364	17,000
EMACS Warrants Processed	493,165	501,697	510,257	505,000
WAN Connections	366	368	367	360
EMAIL Accounts	14,295	13,430	14,195	14,000
TPS Billable Hours	2,761	4,600	3,035	3,100
LAN Billable Hours	10,084	16,800	11,086	11,200
HELP DESK Service Incidents	76,168	92,773	96,543	105,121

In 2004-05 estimated costs are less than budget due to vacant position salary savings and reduced expenditures for software, equipment purchases, general maintenance and depreciation expense due to reduced fixed asset purchases. Departmental revenue is less than budget due to a reduction in data entry keypunch services and decrease in desktop PC support services. Other Notable changes is the loan of \$1,000,000 from the unrestricted net assets to the Special Project Fund for start up costs for the 800 MHz Radio Communications System Channel Rebanding Project. Nextel Communications Inc will reimburse all costs related to the 800 MHz project.

The proposed decrease in 2005-06 expenditures is primarily related to the cancellation of the data entry keypunch services contract and the reduction of contract requirements for the Parcel Basemap project. The parcel basemap project is nearing completion and the full year funding is no longer needed for fiscal year 2005-06.

The revenue adjustments in 2005-06 are primarily due to the reduction in Desktop LAN support, the cancellation for the data entry keypunch contract and the loss of revenue related to two Automated System Analyst I supported positions which was transferred to the Board of Supervisors budget. This decrease in revenue is offset by the increase in other financing sources due to the use of unrestricted net assets for the expenditures of the parcel basemap project and estimated MOU salary cost.



2005-06 BREAKDOWN BY EXPENDITURE AUTHORITY**2005-06 BREAKDOWN BY FINANCING SOURCE****2005-06 STAFFING TREND CHART****2005-06 REVENUE OVER/(UNDER) CHART**

GROUP: Administrative/Executive
 DEPARTMENT: Information Services Department
 FUND: Computer Operations

BUDGET UNIT: IAJ ALL
 FUNCTION: General
 ACTIVITY: Other

ANALYSIS OF 2005-06 BUDGET

	A	B	C	D	B+C+D E	F Department Recommended Funded Adjustments (Schedule A)	E+F G
	2004-05 Year-End Estimates	2004-05 Final Budget	Cost to Maintain Current Program Services	Board Approved Adjustments	Board Approved Base Budget		2005-06 Proposed Budget
Appropriation							
Salaries and Benefits	9,409,926	10,061,110	616,330	430,082	11,107,522	(269,187)	10,838,335
Services and Supplies	11,147,563	11,266,594	671,504	-	11,938,098	(2,791,589)	9,146,509
Other Charges	3,274	1,834	-	-	1,834	(1,721)	113
Transfers	669,463	669,463	-	-	669,463	301,776	971,239
Total Exp Authority	21,230,226	21,999,001	1,287,834	430,082	23,716,917	(2,760,721)	20,956,196
Reimbursements	(1,608,096)	(1,608,096)	-	(102,812)	(1,710,908)	(473,193)	(2,184,101)
Total Appropriation	19,622,130	20,390,905	1,287,834	327,270	22,006,009	(3,233,914)	18,772,095
Depreciation	549,000	649,000	-	-	649,000	225,584	874,584
Total Requirements	20,171,130	21,039,905	1,287,834	327,270	22,655,009	(3,008,330)	19,646,679
Departmental Revenue							
Current Services	17,973,539	18,288,930	795,786	327,270	19,411,986	(913,565)	18,498,421
Other Revenue	(149,116)	-	-	-	-	-	-
Other Financing Sources	454,128	-	-	-	-	1,148,258	1,148,258
Total Revenue	18,278,551	18,288,930	795,786	327,270	19,411,986	234,693	19,646,679
Rev Over/(Under) Exp	(1,892,579)	(2,750,975)	(492,048)	-	(3,243,023)	3,243,023	-
Budgeted Staffing		127.4	-	4.0	131.4	(4.5)	126.9
Fixed Asset							
Equipment	1,155,582	1,230,582	-	-	1,230,582	192,634	1,423,216
L/P Equipment	131,893	81,127	-	-	81,127	(55,605)	25,522
Total Fixed Assets	1,287,475	1,311,709	-	-	1,311,709	137,029	1,448,738

In 2005-06 the department will incur increased costs in retirement, workers compensation, COWCAP charges, and inflationary services and supplies purchases. In addition, this budget unit included an estimated increase in salaries and benefits related to the pending negotiations, as this cost is financed by departmental revenues. These costs are reflected in the Cost to Maintain Current Program Services column.

The Board approved 4.0 positions mid-year to provide additional support to departments and to cover workload increases. These costs are reflected in the Board Approved Adjustments column.

The Department Recommended Funded Adjustment column contains a decrease in salaries and benefits, due to the deletion of 3.0 Clerk II positions due to the cancelled data entry service contract. In addition, 2.0 Automated System Analyst I positions are being transferred to the Board of Supervisors budget to support automated computer systems and processes for the county government center, which is offset by an increase of .5 due to a higher usage in overtime.

The reduction in services and supplies is primarily related to the cancellation of the data entry service contract and the reduction of support for the Parcel Basemap project, which is nearing completion.

The decrease in current services revenue is primarily due to the reduction in Desktop LAN support, the cancellation for the data entry keypunch contract and the transfer of the two revenue supported Automated System Analyst I positions.

Other notable changes include the use of other financing sources to finance the expenditures of the parcel basemap project and estimated MOU salary cost.



DEPARTMENT: Information Services Department
 FUND: Computer Operations
 BUDGET UNIT: IAJ ALL

SCHEDULE A

DEPARTMENT RECOMMENDED FUNDED ADJUSTMENTS

Brief Description of Program Adjustment	Budgeted Staffing	Appropriation	Departmental Revenue	Revenue Over/ (Under) Exp
1. Salaries & Benefits 3.0 Clerk II positions are deleted due to the anticipated decreased workload in printing and support of cancelled data entry contract services. Increase of (.5) due to a higher usage of overtime. Two Automated Systems Analyst I positions are being transferred to the Board of Supervisors (BOS) budget to support the automated computer systems and processes at the County Government Center.	(4.5)	(269,187)	-	269,187
2. Services & Supplies Services and Supply expenditure budget decreased overall by \$2,791,589. This results from a combination of increases and decreases. • Increases include \$28,191 for inflation and higher consumption of general computer supplies for paper, tapes, etc. • Increase of \$389,848 for equipment lease cost for the county's new replacement mainframe computer system. • Decreases of \$470,332 in equipment maintenance due to replacement of county's mainframe computer system with a lease system that includes Maintenance. • Software license cost reduction of \$142,929 due to replacing month-to-month IBM products license with a 3-year Enterprise License Agreement. • Decrease of \$43,200 for non-reoccurring non-fixed asset equipment purchases. • A decrease of \$66,961 for off-site storage requirements. • Reduction in risk management charges of \$27,924 for property and liability insurance. • Reduction in general office expenses of \$58,694 for building repair cost and Mail services. • A reduction of \$15,577 in telephone services for add/moves and changes. • A reduction of \$5,600 in rates for vehicle maintenance. • Professional services reduction of \$2,198,403 due to a cancellation of a contract for data entry keypunch services and the reduction of contract requirements for the Parcel Basemap project, which is nearing completion. • System Development reduction of \$180,008 due to completion of one-time projects and the reduction in programming service requirements.	-	(2,791,589)	-	2,791,589
3. Other Charges Decrease interest expense due to fully paid lease-purchased loans.	-	(1,721)	-	1,721
4. Transfers Increase salary and service and supply cost of Administrative/Fiscal staff and inclusion of IS Security Officer in the overhead allocation to operating units within ISD.	-	301,776	-	(301,776)
5. Reimbursements Increased reimbursements resulting from the allocation of higher costs in administration/fiscal salary and services cost changes.	-	(473,193)	-	473,193
6. Depreciation Increased to reflect projected depreciation for replacement server and WAN network equipment purchases.	-	225,584	-	(225,584)
7. Revenue Overall operating revenues decreased by \$913,565. This results from a combination of changes in the following service areas. • Increase of \$359,720 in Integrated Data Management consulting and scanning services, FileNet maintenance for the departments, direct technical support, microfiche & film charges and JNET equipment charges. • An increase of \$84,725 in Distributed Data Processing Equipment rental, Remote VPN Dial-in services and Outside Agencies revenue. • Decrease resulting from the cancellation of Inland Executive data entry keypunch contract for \$610,000. • Reduction in Desktop LAN support services of \$237,819 due to reduced staffing. • Reduction of \$57,475 due to support requirements for SNA 3270 Network. • Reclassification of revenue to 5011 inter-fund reimbursement for the Business Application Manager (BAM) position of \$197,902 and decrease of \$254,814 for two revenue supported Automated System Analyst I positions transferred to the BOS budget to support automated business systems and processes in the government center.	-	-	(913,565)	(913,565)
8. Other Financing Sources Use of ISF unrestricted net assets to finance operating expenditures consisting of Parcel Base Map for \$722,000 and \$426,258 for estimated MOU salary cost increases not included in the ISF service rate for 2005-06.	-	-	1,148,258	1,148,258
Total	(4.5)	(3,008,330)	234,693	3,243,023

DEPARTMENT RECOMMENDED CHANGES IN FIXED ASSETS

Brief Description of Change	Appropriation
1. Fixed Assets Beside on-going hardware replacements, Computer Operations plans to purchase Tape Drives, Servers, additional Storage, Ficon Port, and a Back-up Generator.	192,634
2. Fixed Asset Lease-Purchases The decrease reflects loans that were fully paid in fiscal year 2004-05.	(55,605)
Total	137,029

